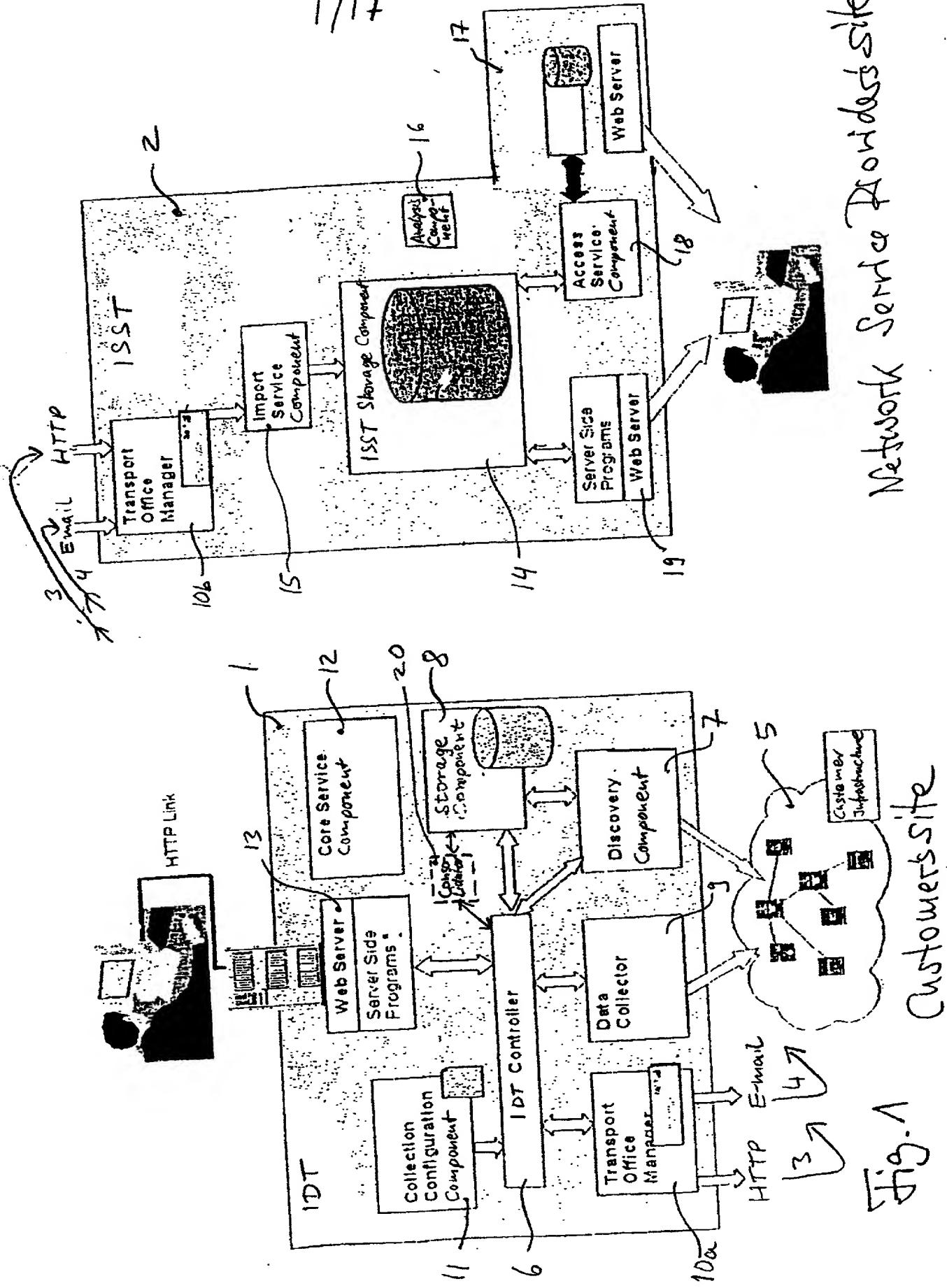


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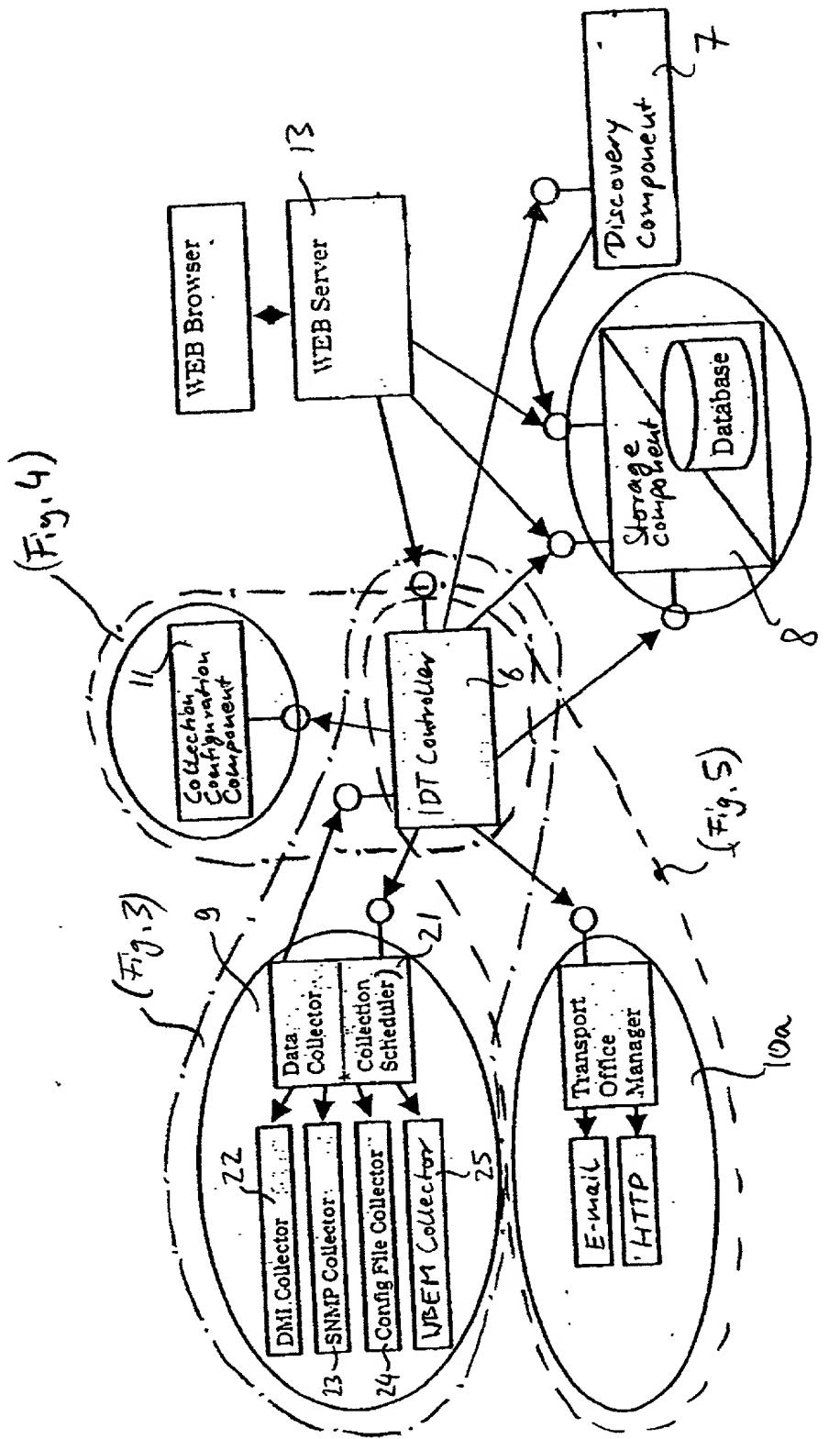


Fig. 2

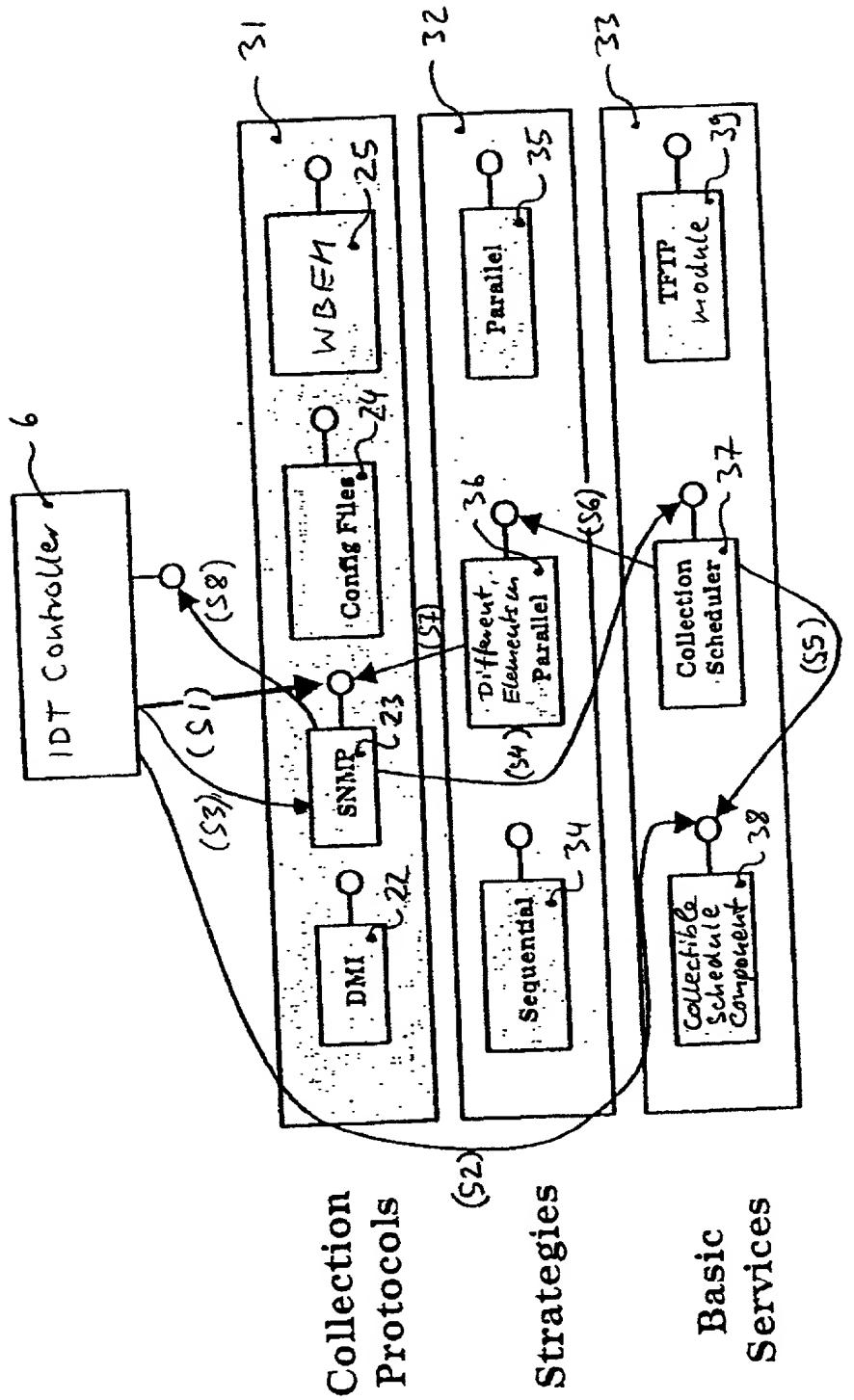


Fig. 3

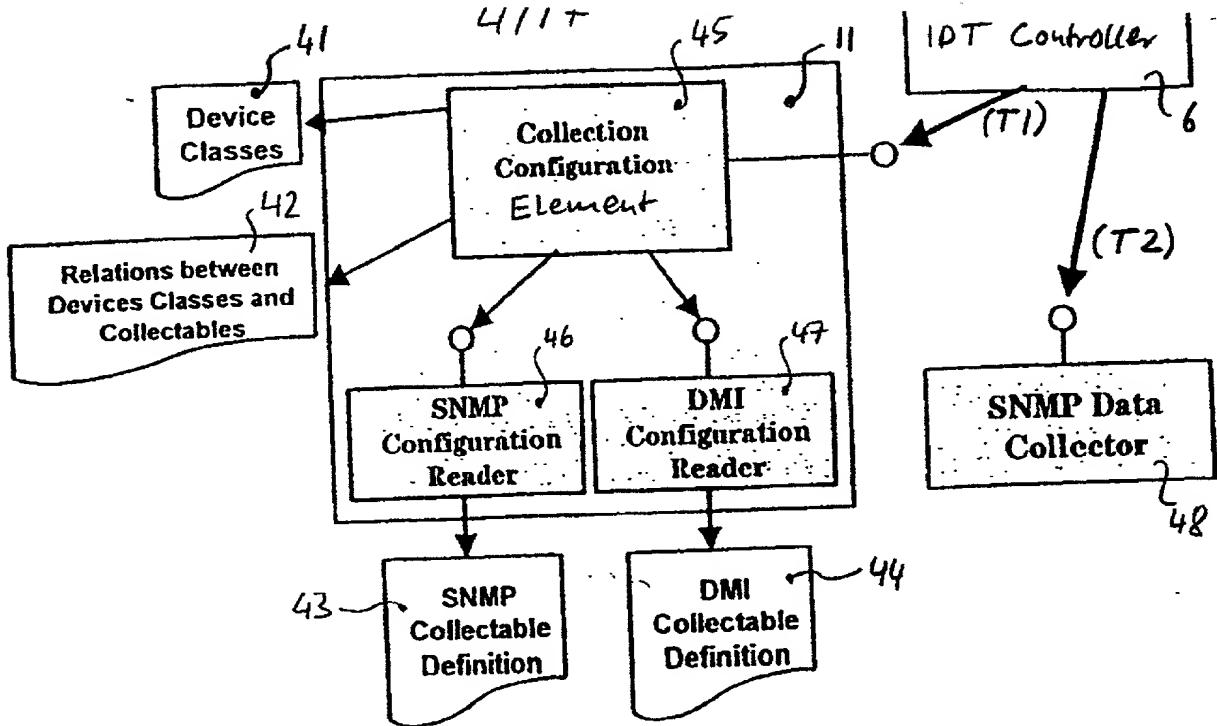


Fig.4

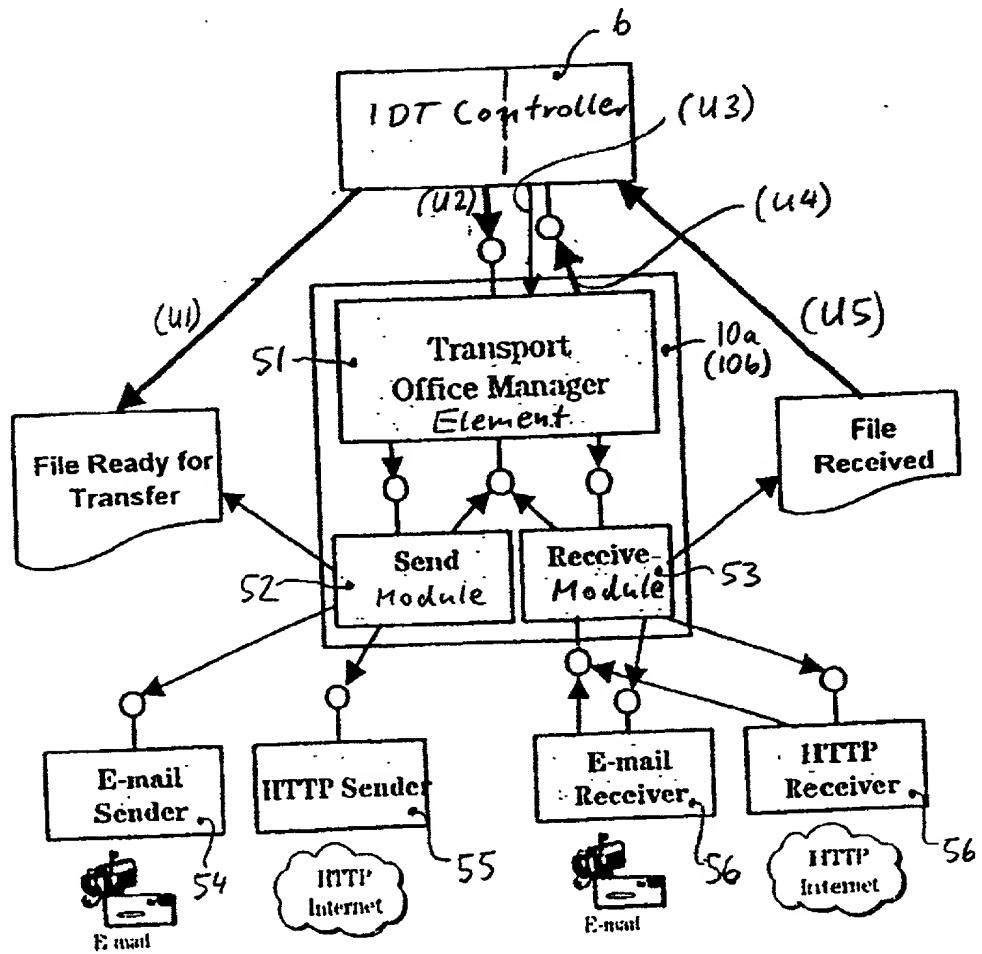


Fig.5

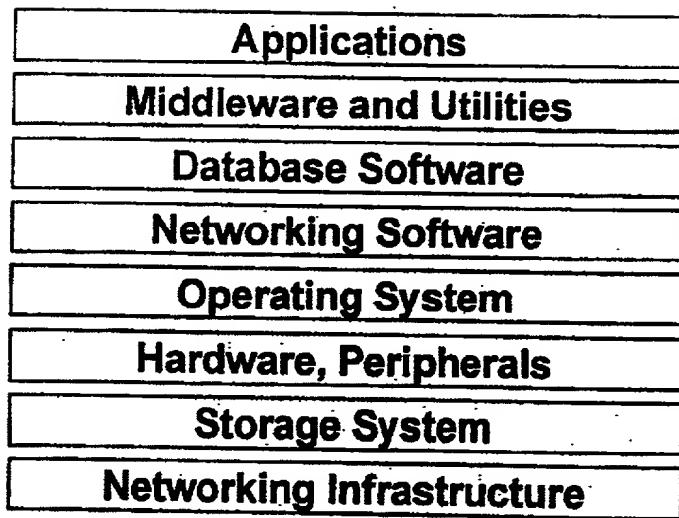


Fig. 6

## Customer's Environment Model

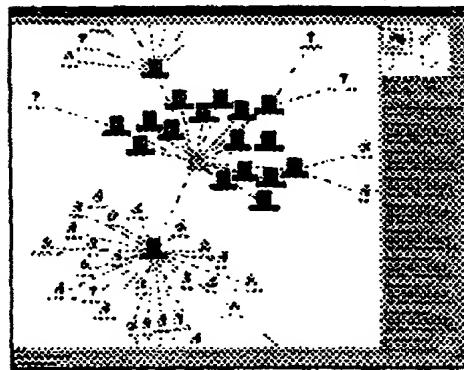


Fig. 7

## Data Model Network Node (e.g. Router)

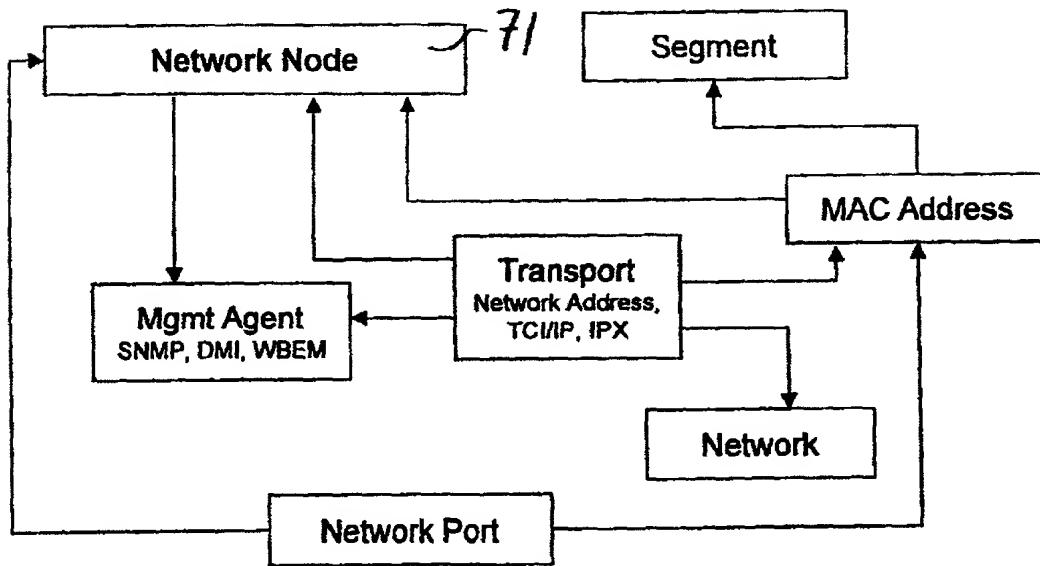


Fig. 8

# Data Model Computer System

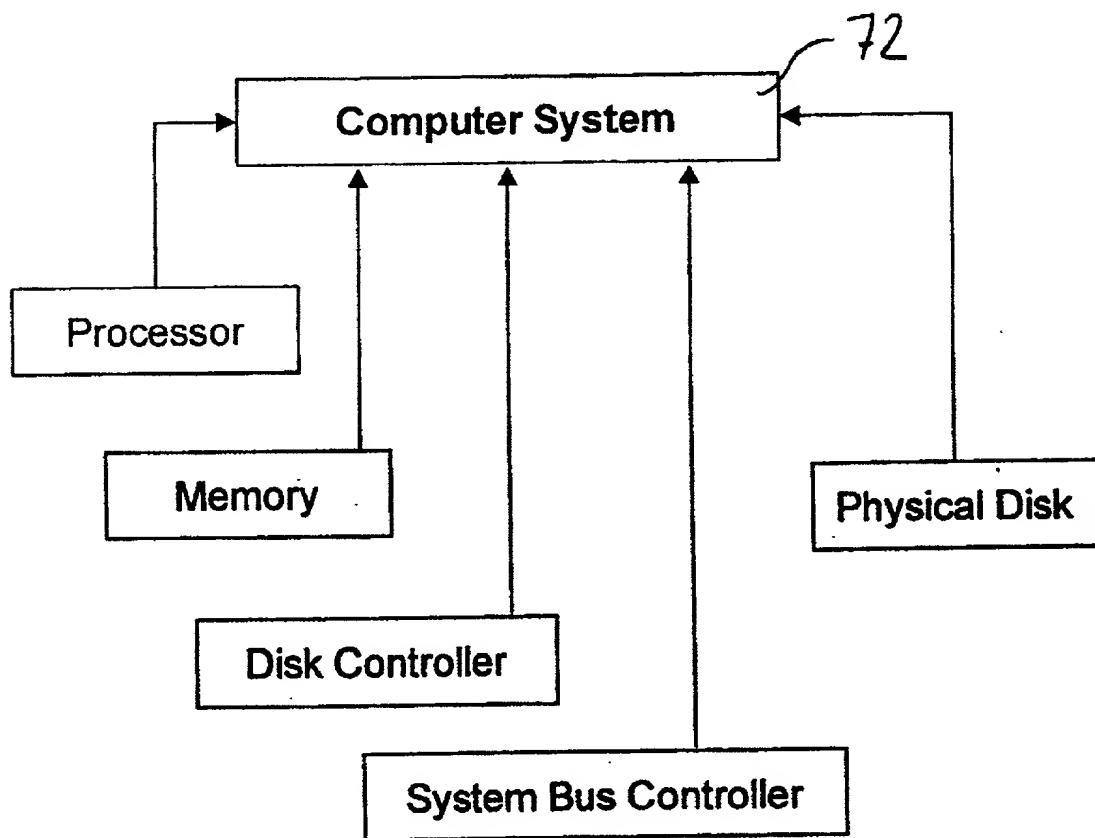


Fig. 9

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# Data Model Storage System

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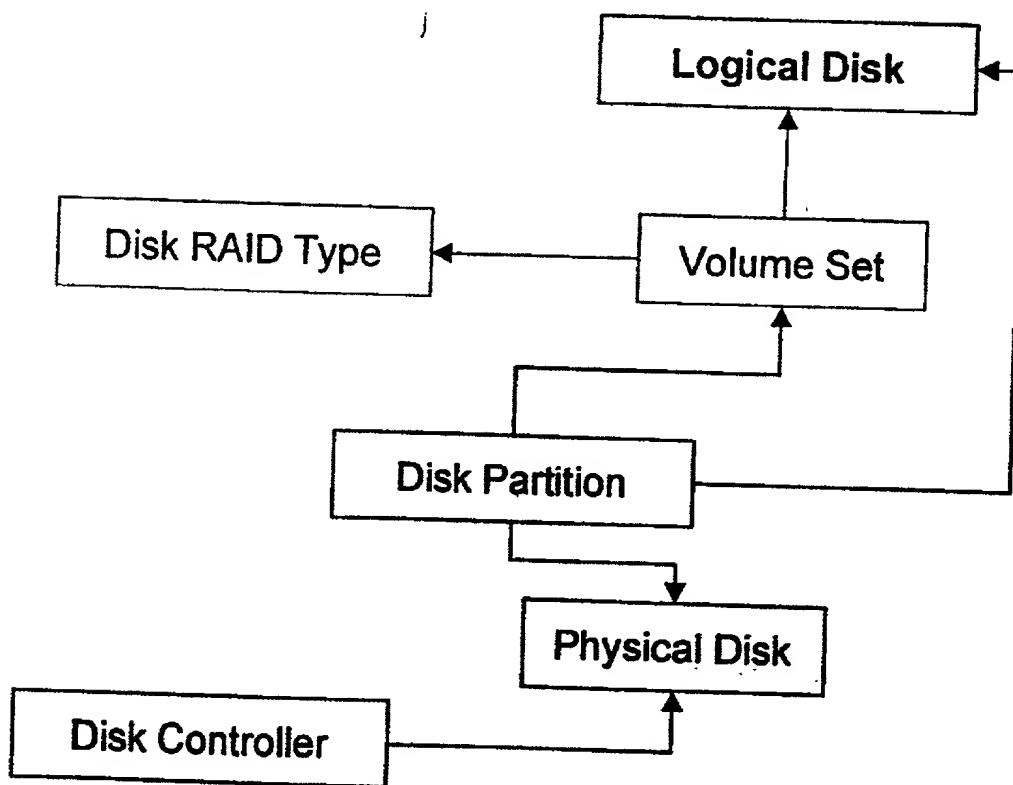


Fig. 10

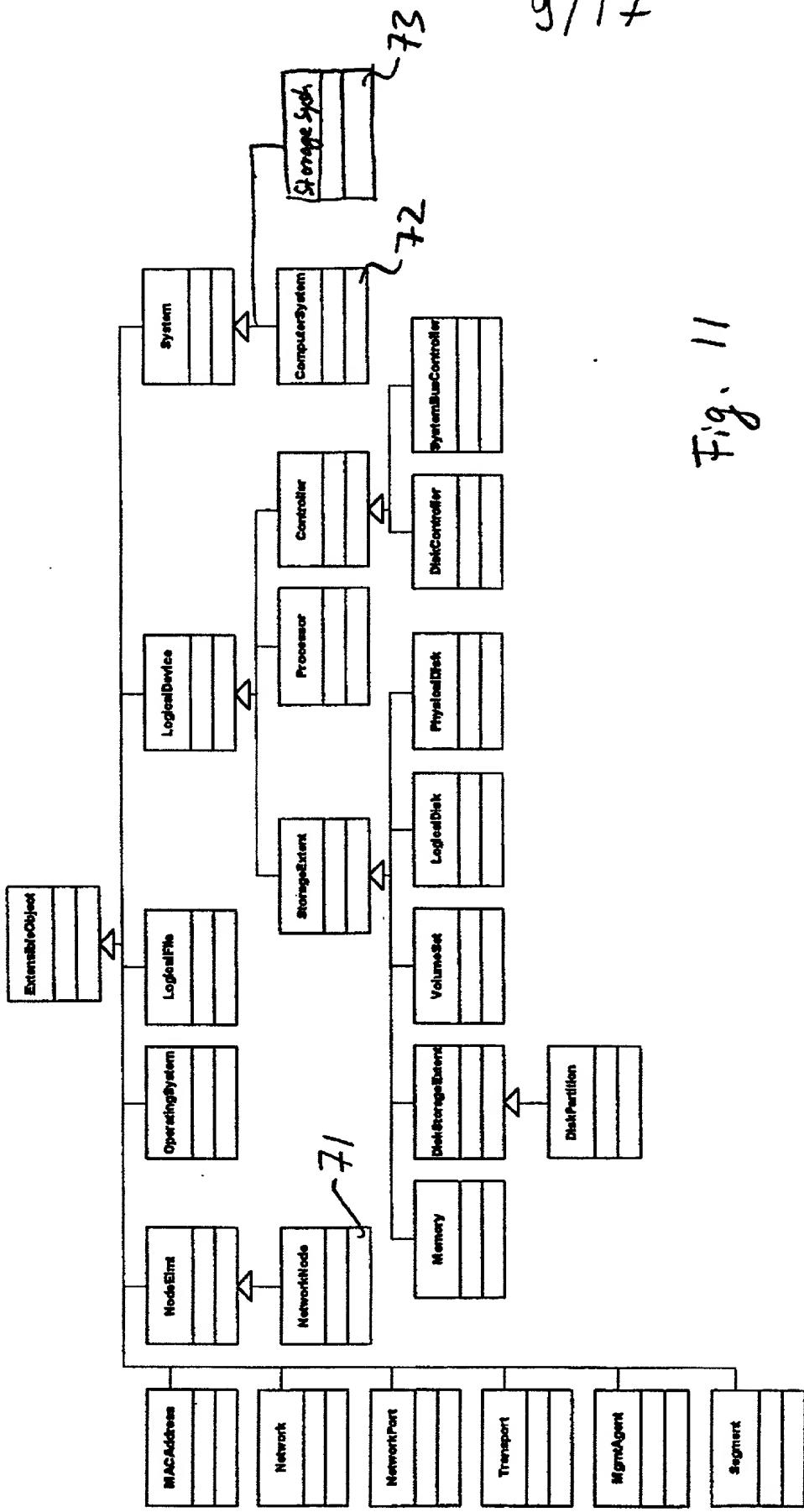


Fig. 11

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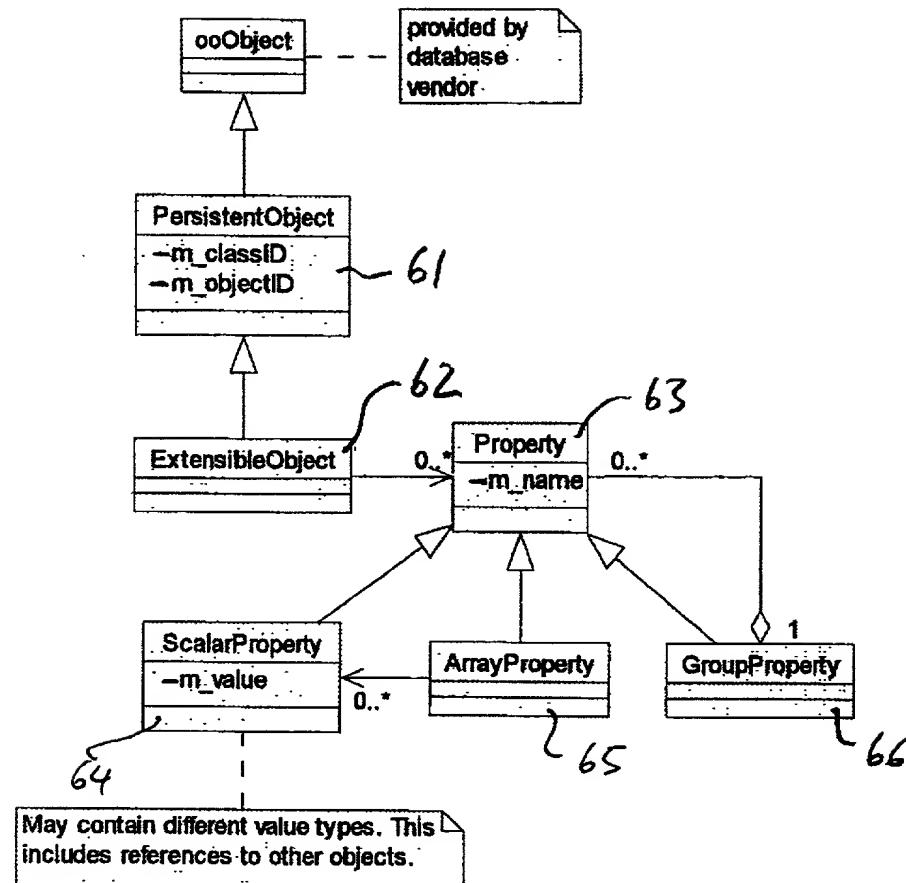


Fig. 12

### Level      Name      Example

Meta Level	MetaClass	MetaClass { classname("Printer"); attributes("type", "vendor") }
Class Level	Class	Printer { type; vendor; }
Object Level	Object	aPrinter { "laserprinter"; "Hewlett-packard"; }

Fig. 13

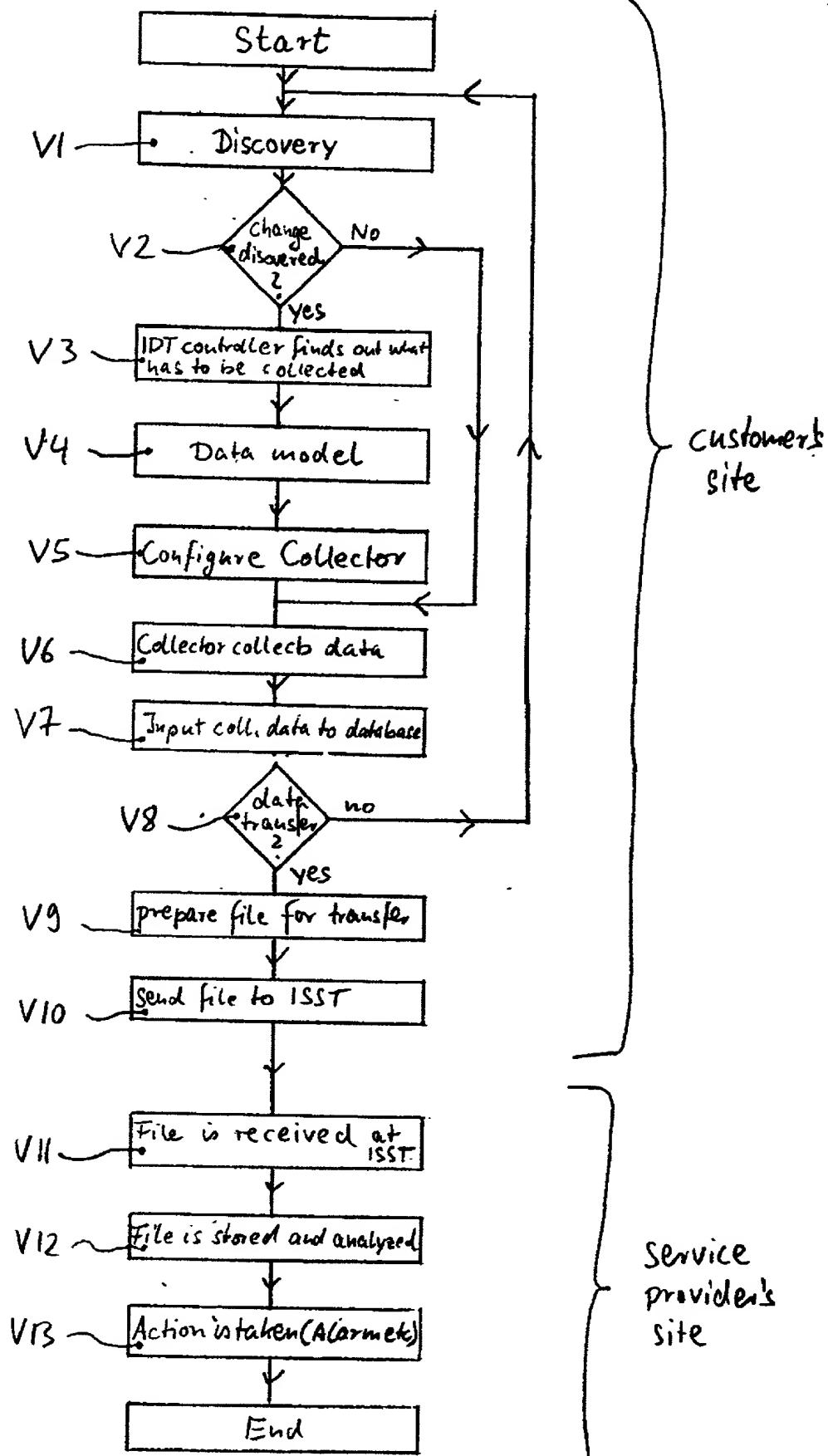
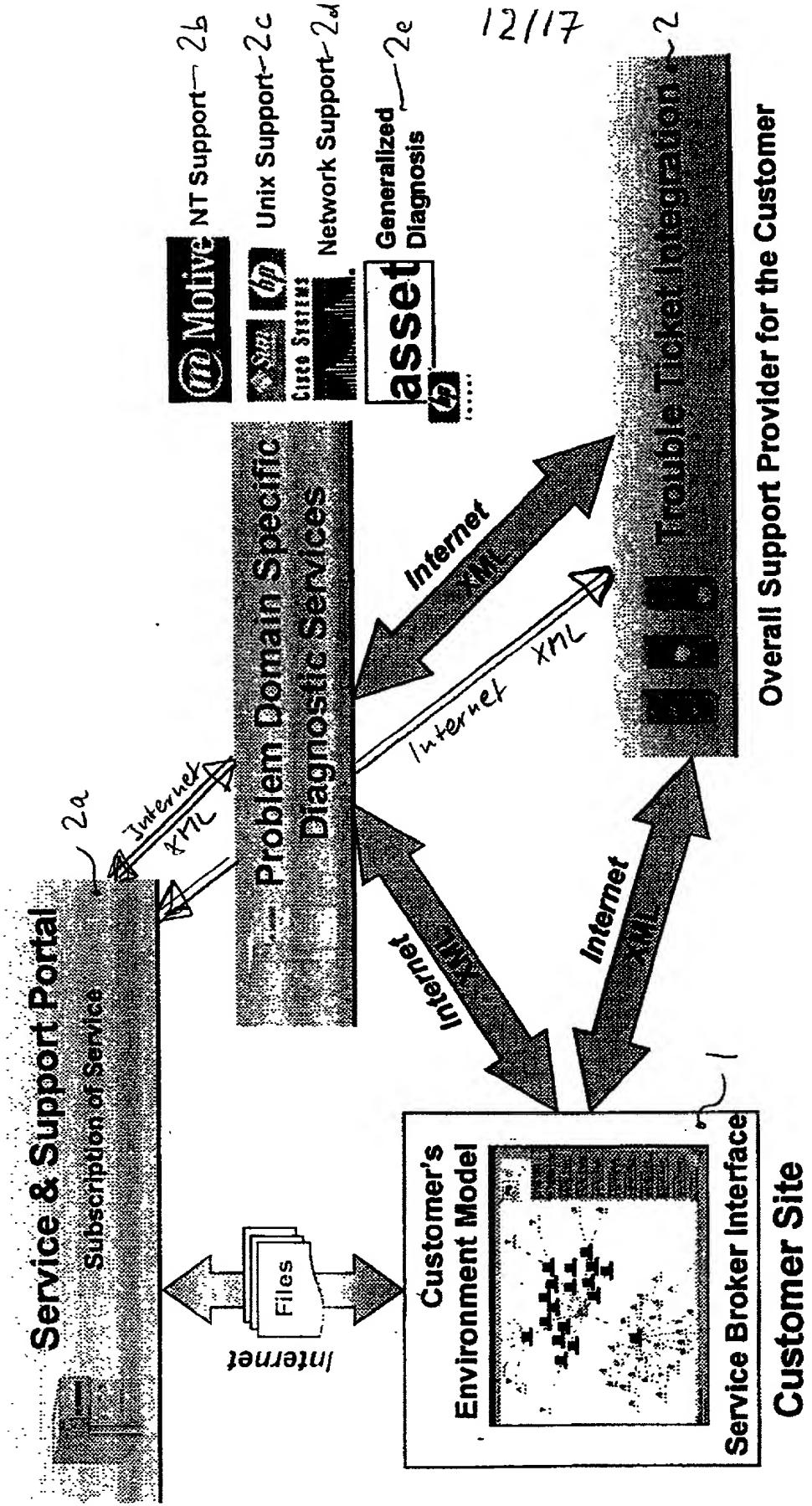


Fig. 14.



Overall Support Provider for the Customer

Fig. 15

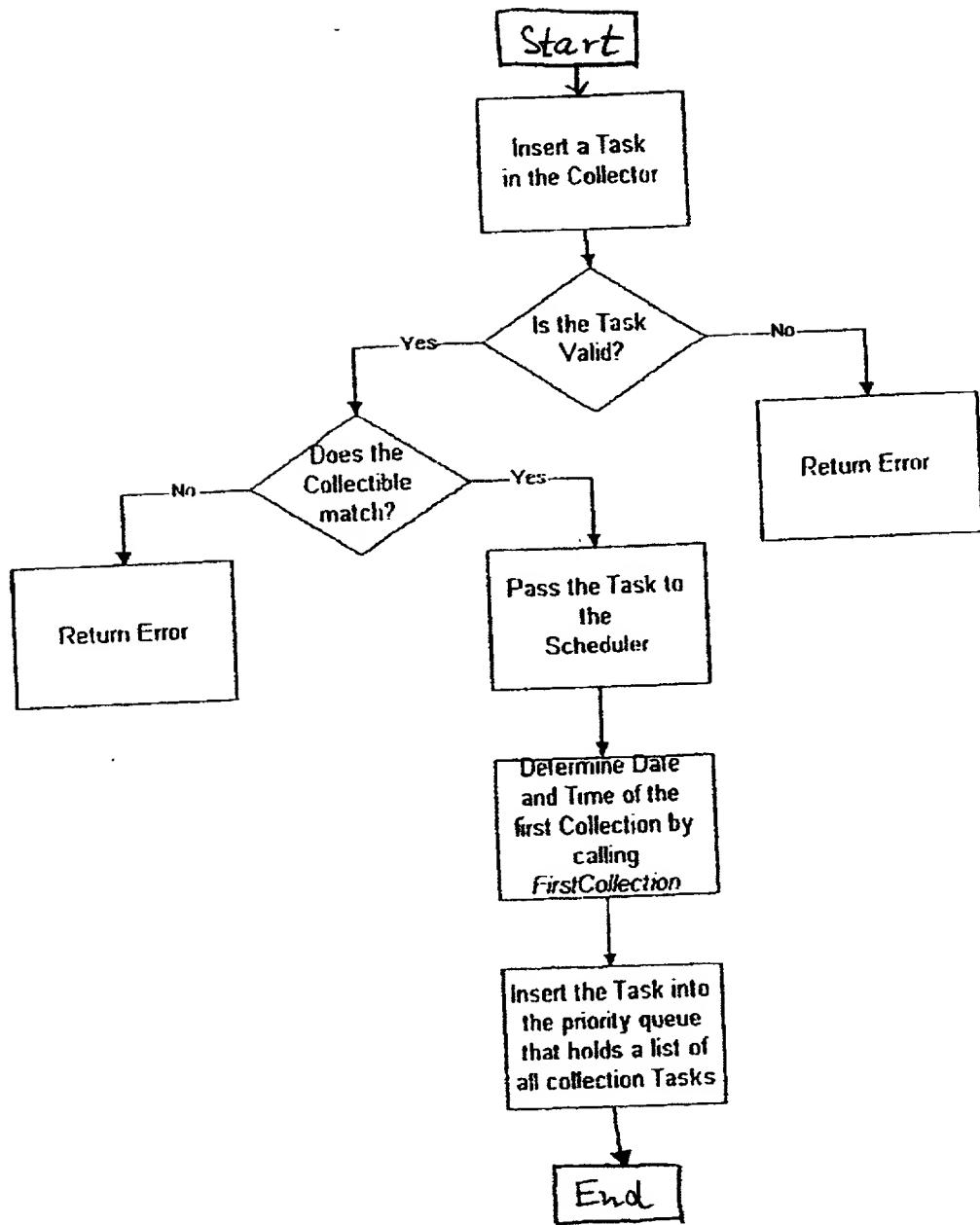


Fig. 16

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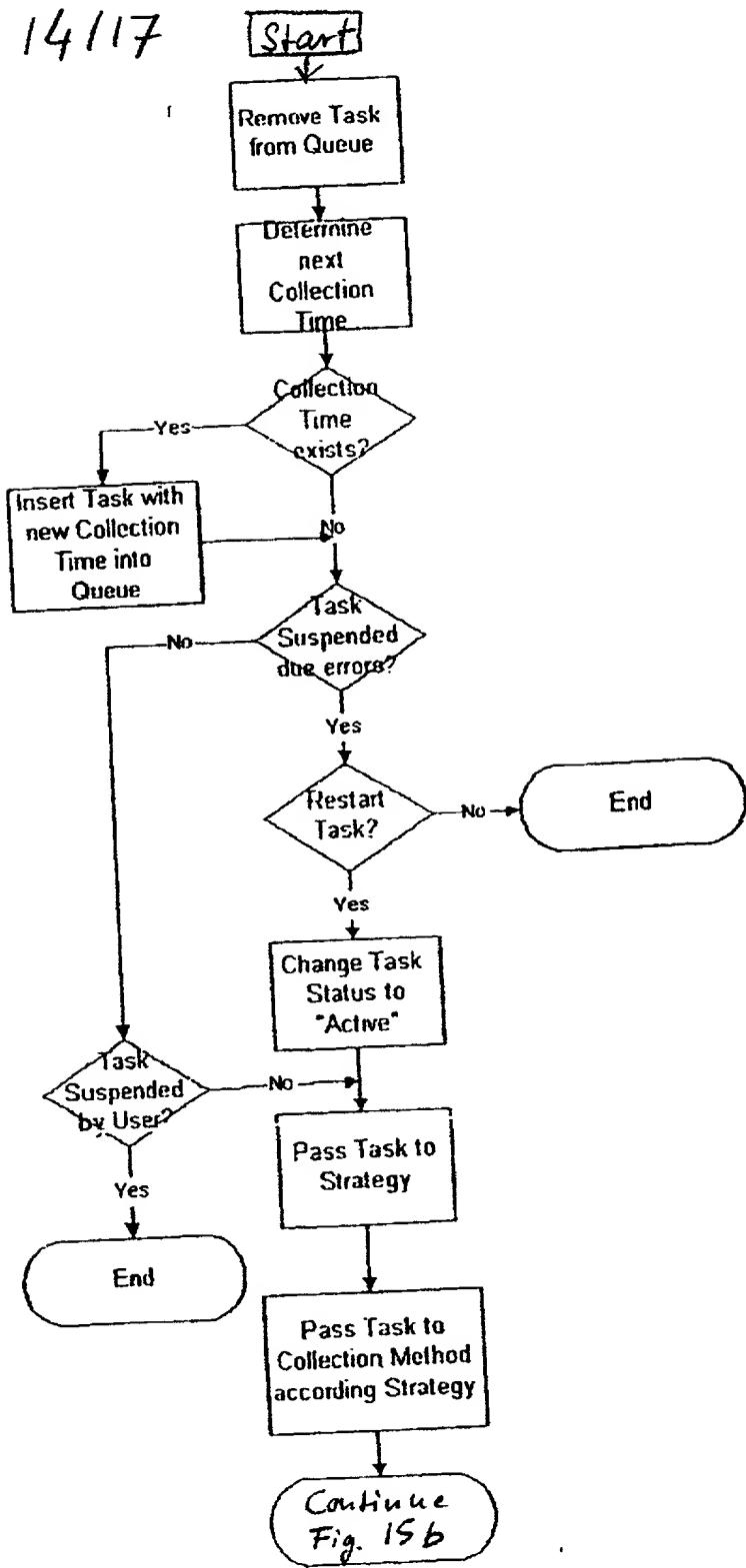


Fig. 17a

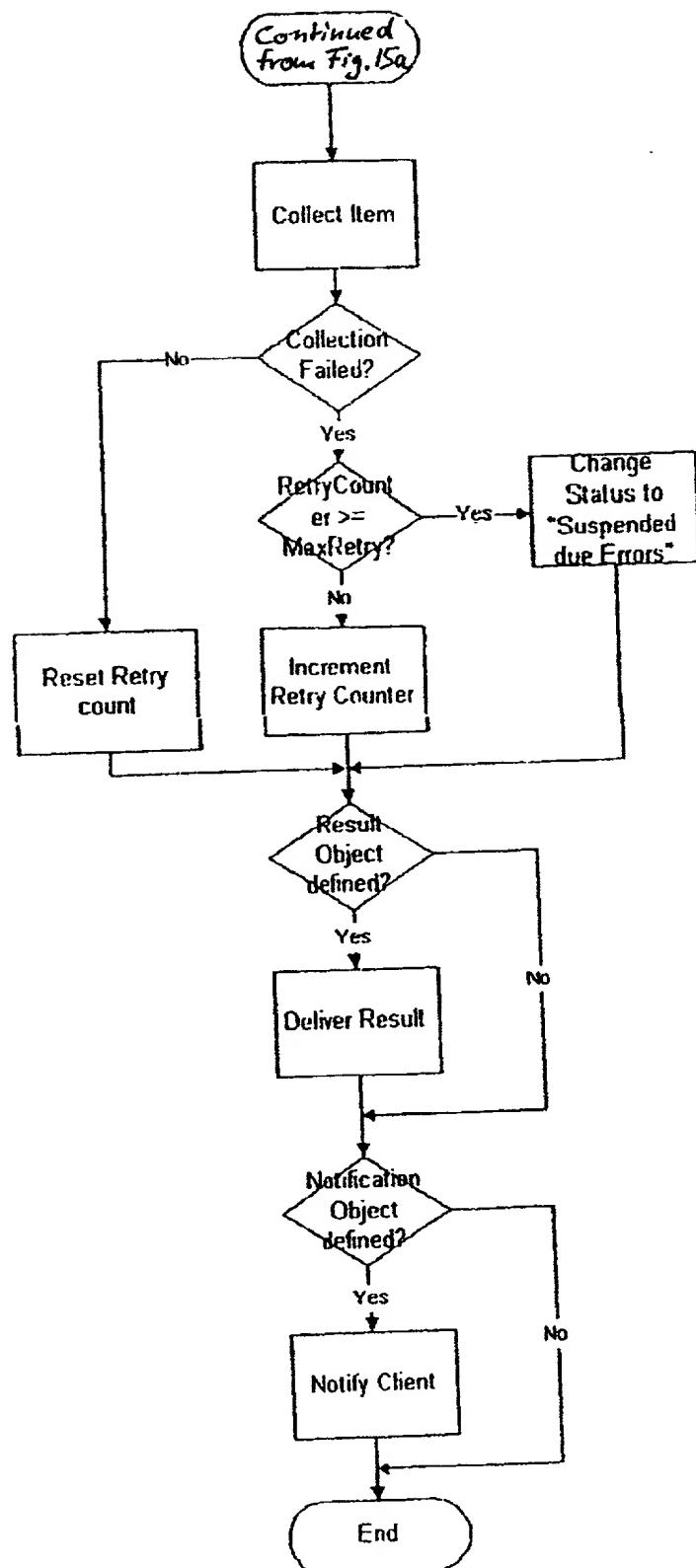


Fig. 17b

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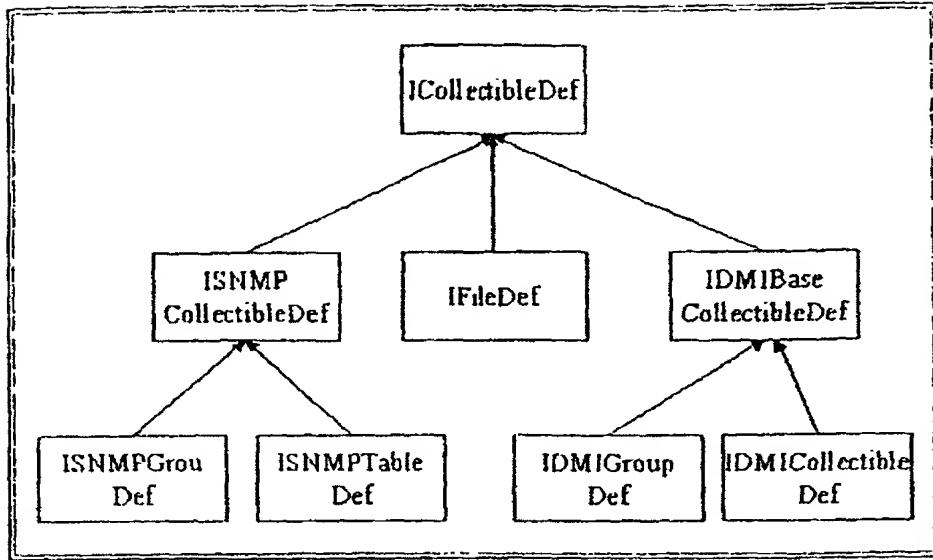


Fig. 18

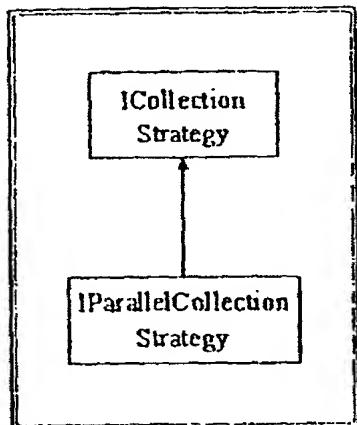


Fig. 19 a

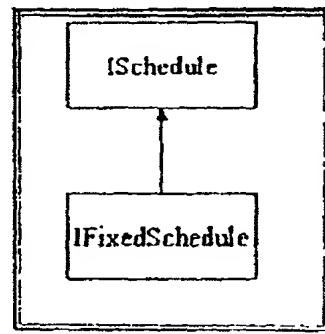


Fig. 19 b

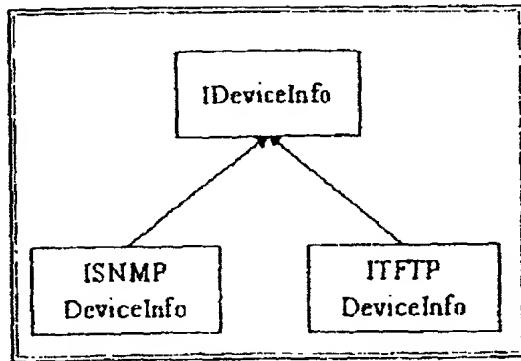


Fig. 19 c

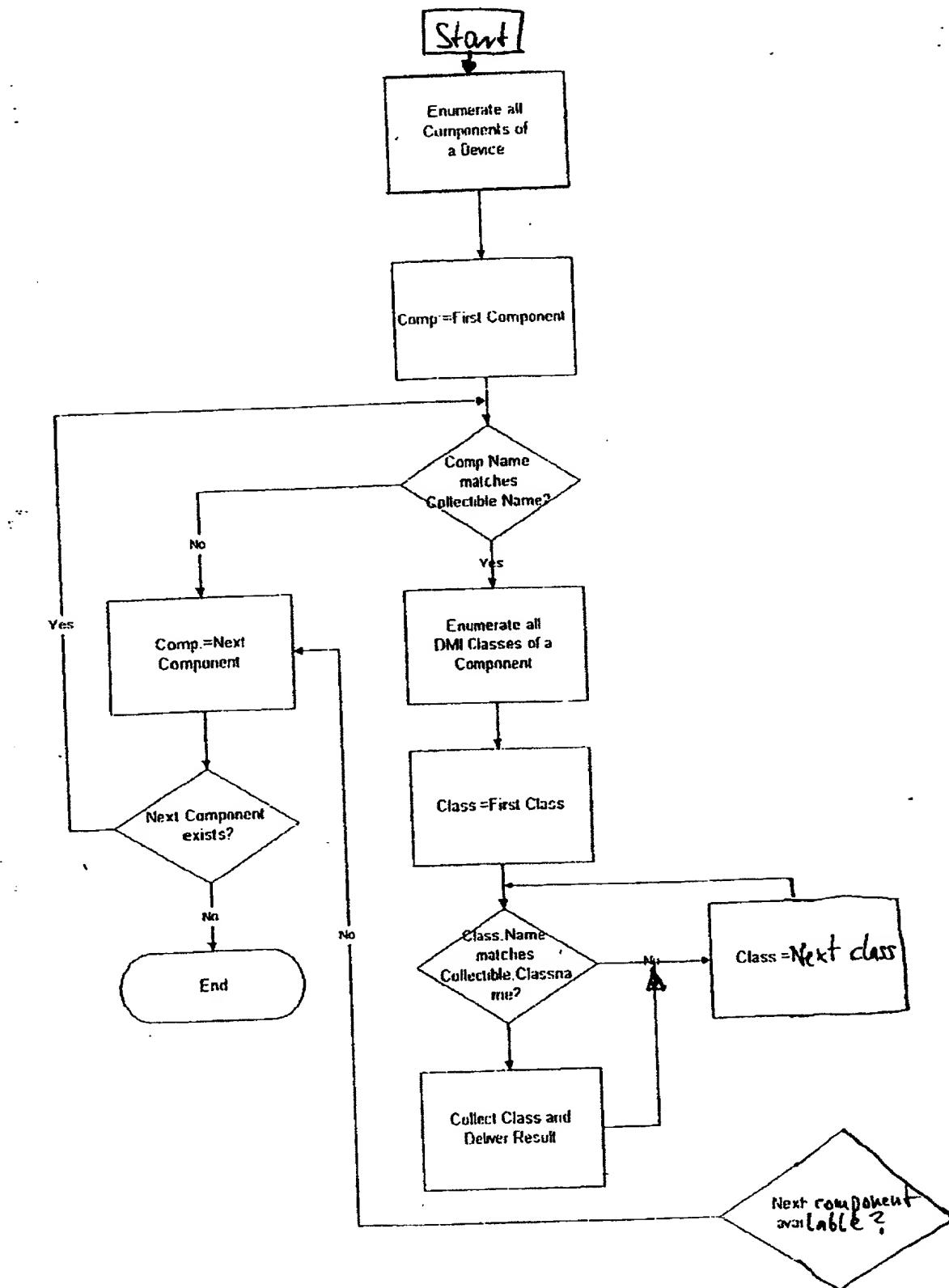


Fig. 20